



July 15, 2021

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Docket Management Facility
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1200 New Jersey Avenue, SE
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Ms. Kim Frierson
Office of Transportation Disaster Assistance
National Transportation Safety Board
490 L'Enfant Plaza East, SW
Washington, DC 20594

Re: Family Assistance Plan of Hageland Aviation Services, Inc. (Docket DOT-OST-1996-1960)

Dear Sir/Madam:

Enclosed please find the Family Assistance Plan of Hageland Aviation Services, Inc. ("HAS") filed in accordance with the requirements of 49 U.S.C. Section 41313, as amended by the Wendell H. Ford Aviation Investment and Reform Act for the 21st Century (AIR-21), the Vision 100 - Century of Aviation Reauthorization Act, and the FAA Reauthorization of 2018.

Additionally, please be advised that the numbers to reach HAS's operations staff 24 hours a day in the event of an emergency is **[REDACTED]**.

Please contact the undersigned if you have any questions.

Sincerely,

COZEN O'CONNOR

A handwritten signature in black ink, appearing to read "Kathryn Sobotta", written over a light blue rectangular background.

By: Mark Atwood
Kathryn Sobotta

Counsel for Hageland Aviation Services, Inc.

Enclosure

Hageland Aviation Services, Inc.
Plan to Address Needs of Families of Passengers
Involved in Foreign Air Carrier Accidents

(Last updated July 13, 2021)

Hageland Aviation Services, Inc. ("HAS") has adopted this Family Assistance Plan ("Plan") to address the needs of families of passengers involved in an aircraft accident, defined as any aviation disaster regardless of cause or suspected cause that occurs within the United States and that results in any loss of life, as required by the Foreign Air Carrier Family Assistance Act of 1996 (49 U.S.C. § 41313) (the "Act"), as amended.

1. Toll-Free Telephone Number. In case of an aircraft accident, HAS will publicize a reliable, toll-free, direct dial telephone number and will provide suitably trained staff, either employees of the company or of independent contractors to handle calls from the families of all passengers involved in the aircraft accident.

2. Notification of Families. HAS will implement a process for notifying the families of passengers, before providing any public notice of the names of passengers. The notification will be made by either (i) suitably trained personnel; or (ii) the organization designated by the National Transportation Safety Board ("NTSB") under 49 U.S.C. § 1136(a)(2). Such notification will be provided as soon as practicable after HAS has verified the identity of a passenger on the aircraft, whether or not the names of all the passengers have been verified.

3. List of Passengers. HAS will provide, immediately upon request, and will update (based on information available at the time of the request) the names of the passengers aboard the aircraft (whether or not such names have been verified) to the Director of Family Support Services designated for the accident under § 1136(a)(1) of the Act and the organization designated for the aircraft accident under § 1136(a)(2) of the Act.

4. Consultation Regarding Disposition of Remains and Effects. HAS will consult the family of each passenger concerning the disposition of any remains and personal effects of the passenger that are within the control of HAS.

5. Return of Possessions. If requested by the family of a passenger, any of the passenger's possessions under the control of HAS – regardless of its condition – will be returned to the family unless the possession is needed for the accident investigation or any criminal investigation.

6. Unclaimed Possessions Retained. Any unclaimed possessions of a passenger within the control of HAS will be retained by HAS for not less than eighteen (18) months after the date of the accident.

7. Monuments. HAS will consult with the family of each passenger about the construction by HAS of any monument to the passengers built in the United States, including any inscription on the monument.

8. Equal Treatment of Passengers. HAS will treat the families of nonrevenue passengers (and any other victim of the accident, including any victim on the ground) the same as the families of revenue passengers.

9. Service and Assistance to Families of Victims. HAS will work with any organization designated under § 1136(a)(2) of the Act on an ongoing basis to ensure that families of all passengers receive an appropriate level of services and assistance following an accident involving HAS.

10. Compensation to Service Organizations. HAS will provide reasonable compensation to any organization designated under § 1136(a)(2) of the Act for services provided by the organization.

11. Travel and Care Expenses. HAS will assist the family of any passenger in traveling to the location of the accident and will provide for the physical care of the family while the family is staying at such location.

12. Resources for Plan. HAS will commit sufficient resources to carry out this Plan.

13. Training. HAS will provide adequate training to its employees and agents to meet the needs of survivors and family members following an accident.

14. Consultation. In the event that HAS volunteers assistance to United States citizens within the United States with respect to an aircraft accident outside the United States involving any loss of life, HAS will consult with the NTSB and the U.S. Department of State on the provision of such assistance.

15. Notification Concerning Liability for Manmade Structures. In the case of an accident that results in any damage to a manmade structure or other property on the ground that is not government-owned, HAS will promptly provide notice, in writing, to the extent practicable, directly to the owner of the structure or other property about liability for any property damage and means for obtaining compensation. At a minimum, the written notice shall advise an owner to (1) contact the insurer of the property as the authoritative source for information about coverage and compensation; (2) not rely on unofficial information offered by HAS representatives about compensation by the HAS for accident-site property damage; and (3) obtain photographic or other detailed evidence of property damage as soon as possible after the accident, consistent with the restrictions on access to the accident site.

16. Access to NTSB Proceedings. In the case of an accident in which the NTSB conducts a public hearing or comparable proceeding at a location greater than 80 miles from the accident site, HAS will ensure that the proceeding is made available simultaneously by electronic means at a location open to the public at the origin city and destination city of the HAS flight if that city is located in the United States.